

Employee Services Office

Multi-lingual Interpretation and Translation Team (MITT) and Translation and Interpretation Review Teams (TIRT)

**Ecology
Government Management, Accountability & Performance (GMAP)
Performance Review**

December 14, 2005

MITT: Goals and Background

Goals:

- **All citizens informed about environmental issues**
- **Meet needs of citizens that speak English as a second language**
- **Promote participation in decision-making processes that impact**
 - **Public health and**
 - **Economic well-being**
- **Increase the use of MITT services for more effective communication with citizens.**

Background:

June of 1995: the need to provide more consistent multilingual translation and interpretation services was identified as a priority initiative.

–It was officially recognized and included as one of the eleven League of Environmental Equity and Diversity (LEED) recommendations.

October 1995: LEED joined the agency's Diversity Committee to continue efforts on this project.

Multi-lingual Interpretation and Translation Team (MITT) was formed

1997: Ecology's first language team was created to meet Ecology's priority need - Spanish language assistance.

MITT: Internet Presence

Internet Presence:



Ecology's Internet - Non-English language pages launched on Ecology's internet site. (December 2002)

Statewide Recognition:



Access WA - Ecology proposed and helped implement non-English language pages on Access Washington. (July 2003)



Governor's Web Site - Ecology's assistance was requested in translating the welcome message on Governor's web site to Spanish.

Ecology also suggested:

- Translating to other languages and
- Linking the Governor's web site to Access WA non-English language sites. (April 2005)

MITT and TIRT Members

Multi-lingual Interpretation and Translation Team (MITT)

MITT Sponsor – Joy St. Germain

TIRT Sponsors:

Spanish - Joe Stohr

Vietnamese - Jim Pendowski

Korean - Darin Rice

Chinese – Dale Jensen

Information Technology – Bob Monn

Public Information Officer -

Joye Redfield-Wilder

Employee Services –

Devi Watson/Susi Bragg

Translation and Interpretation Review Teams (TIRT):

1. Spanish

Gregory Bohn, Water Quality, CRO (Team Lead)
Tony Valero, Toxics Cleanup, CRO
Gretchen Newman, SWFA, HQ
(Recruiting for 2 more)

2. Vietnamese

Tuan Vu, TCP, HQ (Team Lead)
Teddy Le, Solid Waste, HQ
Steve Chan, Spills, HQ

3. Korean

Jenny Yoo, Hazardous Waste, NWRO (Team Lead)
Byung Maeng, Hazardous Waste, NWRO
Hun Seak Park, Toxics Cleanup, HQ

4. Chinese

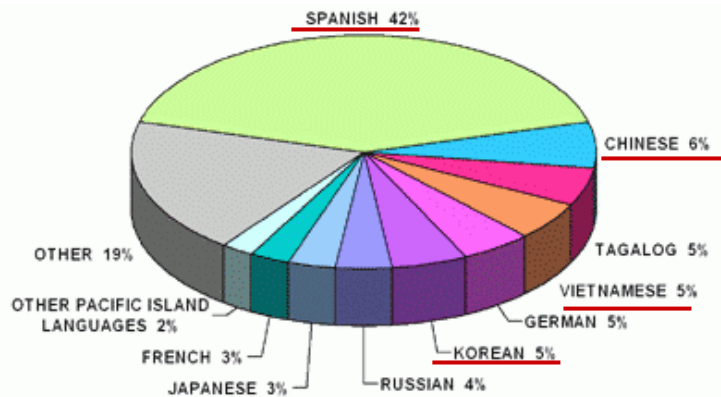
Gary Lee, Spills, HQ (Team Lead)
Sunny Becker, TCP, NWRO

(A Russian TIRT existed from 2003 to 2005)

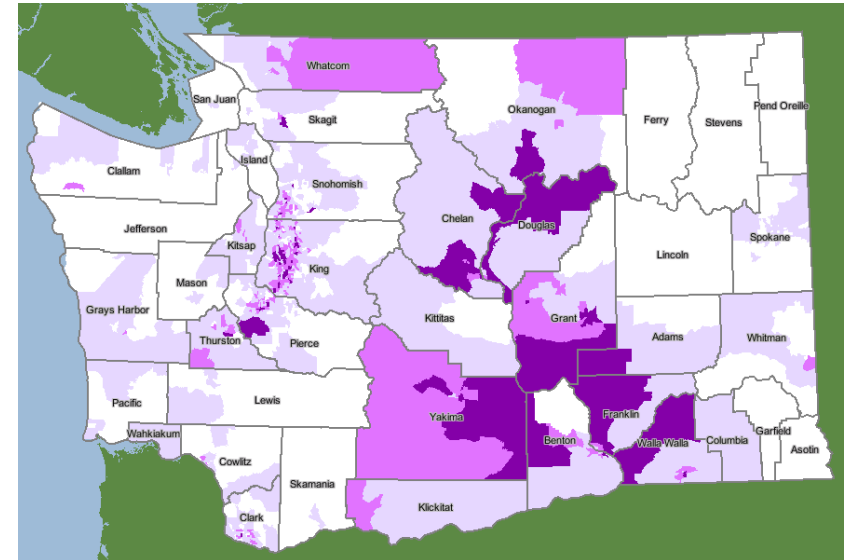
Languages Spoken in Washington

Languages Spoken in Washington

- Languages other than English are spoken at home by 14% (770,886) of people over 5 years old in Washington.
- Speakers of languages other than English are divided up as follows.



Ecology Translation Team



Primary Layer:

Washington Languages

All Languages

Number of speakers

0 - 100

101 - 500

501 - 1000

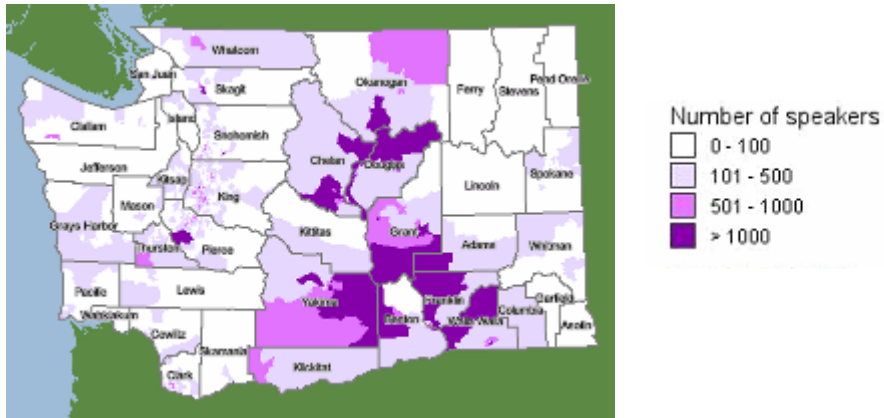
> 1000

Source: 2000 Census Data, Ecology Language Locator
http://aww.ecology/comm_ed/ce-invol-locate.htm

Source: 2000 Census Data
http://www.mla.org/census_data

Languages Spoken in Washington

Spanish



All except Spanish



Korean



Chinese



Vietnamese

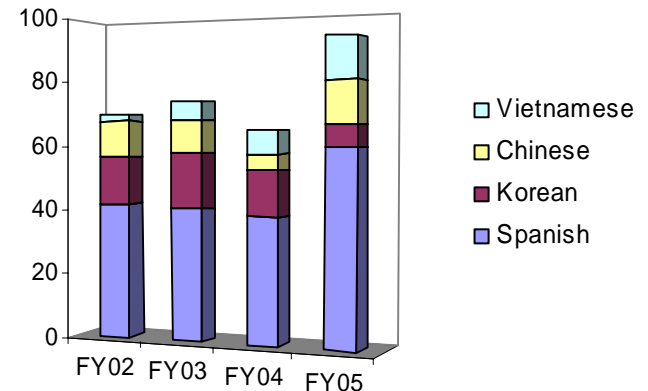


MITT: Integration with Ecology Business

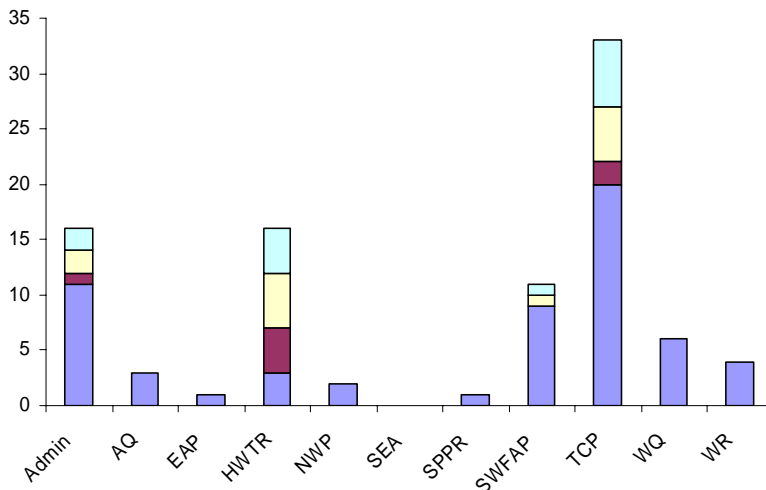
Integration into Ecology Business

- Rule development check-list
- Publication check-list
- Environmental justice check-list
- Consultations with public information officers using language locators
- Work with environmental education outreach specialists
- Requests sent to all four TIRTs

Translations and Interpretations
FY02-FY05



Translations by Program FY05



Examples of Translations by Program:

- **Administrative Services** – Non-English language internet portals (Ecology, Access WA, Governor's site)
- **Hazardous Waste and Toxics Reduction** – Dry Cleaner Reference Manual (Korean)
- **Solid Waste and Financial Assistance** - A Guide to Waste Reduction and Recycling Around the House (Spanish)
- **Toxics Clean-up Program** – Lower Duwamish Waterway Superfund Site: Pollution Source Control (Chinese)

MITT: Cost and Benefits

Benefits

- **Cost**
 - Internal cost: \$35.00/hr (maximum)
 - Cost to Contract: 22¢ word
- **Knowledge of environmental work**
 - TIRT Glossaries

Example:
air pollutants: khí thải, khí ô nhiễm
(Vietnamese)
- **Quality control**
 - Avoid bloopers!

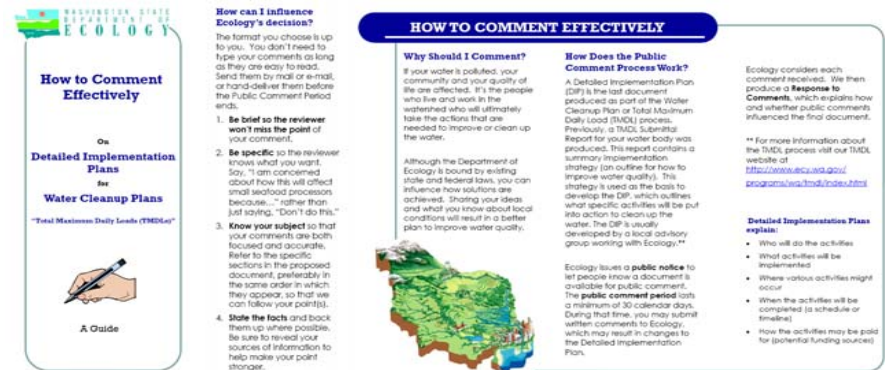


Sample Document Translation Cost

How to Comment Effectively on Detailed Implementation Plans for Water Cleanup Plans

Internal translation cost: \$52.00

Contracted Cost: \$125.40



Program Actions to Reduce Translation Costs

- **Plain Talk**
 - Avoid jargon, sayings, passive voice
- **Software and Translation versus formatting**
- **Conversation with service providers**

MITT: Next Steps

Next Steps

- Continuous assessment of program need and service to citizens
- Continue to do cost/benefit analysis to determine language needs
- Identify opportunities for public outreach and increased use of services
- Partnerships with Ecology staff likely to use TIRT services

Multi-lingual Interpretation and Translation Team

Thank you!

감사합니다

(Korean)

Gracias

(Spanish)

Cám ơn

(Vietnamese)

謝謝

(Chinese)